

# **Nevada State Board of Physical Therapy Examiners**

## **policy on complaints against Board and staff.**

If a complaint is received against a board member, the complaint must be forwarded to the Chairman of the board and legal counsel to address. If the complaint is against the Chairman of the board, the complaint will go to legal counsel only. The complaint shall be investigated to determine any acts or omissions or illegal conduct. An investigation will include, but not be limited to, interviews of all concerned parties and review of any pertinent records of the board and/or submitted by the complainant. If it is determined the complaint was valid, the information will be submitted to the Governor per NRS 640.030(5) which provides that the "Governor may remove any member of the Board for incompetency, neglect of duty, gross immorality or malfeasance in office". The outcome of the complaint will be communicated, in writing, to the complainant.

If a written complaint against a staff member is received in the Board office, it shall be immediately forwarded to the Chairman for investigation. The Chairman shall review any pertinent records in the board office and information provided by the complainant. The Chairman shall interview the staff member, the complainant and any other party to the matter (i.e. board staff, recruiters, employer). If the investigation reveals that staff failed to perform their duties, failed to follow the policies of the board or the requirements of the practice act, the chairman shall place the item for review by the board at the next available meeting of the board. The board will review the complaint details and determine any action to be taken, if any. The outcome of the complaint will be communicated to the complainant.

If legal counsel or a board member receive a complaint against staff, it shall be immediately forwarded to the Chairman for investigation. An investigation shall be performed as per paragraph two of this document.

If contacted by the Office of Constituent Services, Governor's office or member of the legislature, the executive director shall provide any and all information to assist in the immediate resolution. This may include confirming policies, citing requirements in the practice act, releasing information included in the applicant/licensee file and anything necessary to address the concerns of the person inquiring. The contact information of the Chairman and legal counsel shall be offered to the caller. If the matter is handled by the executive director and no contact with the chairman or counsel was conducted by the caller, the chairman shall be updated that a complaint had been received and the manner in which it was addressed.

Complaints must be specific in nature to afford the board member/staff member to address the complaint. The complaint must contain the name of the licensee/applicant, allegation(s) and estimated date(s) of the incident/occurrence.

Complaints and comments can be sent directly to the Chairman and Vice Chairman via the "How Are We Doing?" link on the Board's website. People may maintain their anonymity, however to receive a reply or for an investigation to be conducted, specific information must be provided (name, allegation, date of incident), and contact information must accompany the submission. The communications received from this website will be monitored and reviewed by the Chairman and Vice Chairman for any investigations that need to be conducted.

Reviewed and Approved 05/2011